

Task 7.0 CLERICAL SUPPORT

a. General requirements - The Contractor shall comply with Glenn' specific mainframe systems including Integrated Desktop Environment (IDE), Glenn On-line Travel System (LOTS) and Time and Distribution System (TADS) and all User's Guides, as revised. In addition, the Contractor shall comply with NASA Correspondence Standards Handbook, NHB 1450.10, as revised; NASA Security Handbook, NHB 1620.3, as revised; Financial Management Manual (FMM) 9700, as revised; CFR Title 41, Subtitle F, Chapters 301-304, as revised; and Absence and Leave Handbook, LHB 3630.1, as revised.

b. Description of work - The Contractor shall provide general clerical services for Glenn. General clerical services shall include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. Two Contractor employees performing this task shall have a security clearance of *SECRET* (Refer to Attachment C).

In the area of clerical word processing services, the Contractor shall type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.

In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn' mainframe database systems.

In the area of clerical office organization services, the Contractor shall answer telephones; return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.

In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Work shall be completed accurately. Office supplies shall be routinely ordered and ready for immediate use. The Contractor shall answer telephones and complete all other communications in a professional manner.

d. Schedule - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall complete work as agreed to with the TR and the customer.

e. Documentation - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall log and file work as agreed to with the TR and the

customer.

The following tasks identify the organization in which the work is performed. Clerical responsibilities vary in each organization, but in general encompass those identified in paragraph a. above. Staffing levels in these tasks remain constant. Any changes will be requested by the Government through the use of a task order (TO). The Contractor shall not unilaterally reduce personnel in any of these tasks.

These positions are currently filled by clerical personnel trained to perform at the levels identified in paragraph b. above. Any replacement shall be trained by the Contractor.

7.1 Unscheduled Clerical Support

- a. General requirements - The Contractor shall comply with the general requirements specified in future task orders.
- b. Description of work - The Contractor shall support currently unknown administrative requirements as identified during the contract period. These unscheduled requirements may cover a range of clerical tasks. A TO will be issued to the Contractor with a description of work to be performed along with the required period of performance. Upon receipt of the TO the Contractor shall develop a cost estimate for the work.
- c. Quality standards - The Contractor shall comply with the quality standards specified in future task orders.
- d. Schedule - The Contractor shall comply with the schedule specified in future task orders.
- e. Documentation - The Contractor shall provide documentation as specified in future task orders.

7.2 0100/Office of the Director

The Contractor shall provide administrative and clerical support to the Office of the Director.

Tasks shall include:

- In the area of clerical word processing services the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn' mainframe database systems.
- In the area of clerical office organization services the Contractor shall answer telephones; return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule room and people for meetings and conferences. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- Completes statistical evaluation of feedback forms for Diversity Dialogue Sessions (DDS) and Model Workplace Sessions (MWS) using Access databases and Excel spreadsheet.
- Performs a variety of administrative activities including answering phones, filing, copying, submitting purchase requests using APRS, submitting work orders, preparation of PowerPoint presentations, logistics pertaining to Process Consultant meetings and Director's Leadership Team Model Workplace Retreats, meeting minutes, maintains office files, etc.
- Designs and maintains NLSPO webpage.
- Designs, compiles and distributes quarterly and yearly DDS and MWS reports.

7.3 0120/Office of Chief Counsel

The Contractor shall provide administrative and clerical support to the Office of the Chief Counsel. Tasks shall include:

- Type a variety of correspondence and patent documents. May need to combine material from several sources, sorting, merging and organizing text, or may type routine form letters, varying details to suit circumstances. Check for correct format, spelling, grammar, and punctuation of completed work.
- Access e-mail, input travel request and voucher and time keeping data, and maintain the patent Tech Tracs database.
- Provide clerical support to more than one attorney and to the administrative staff, typing, filing, answering telephone calls, updating calendars, and making travel arrangements by processing requests, reservations, and vouchers.
- Assist in updating of law library and general law files, maintain intellectual property files, and carry out recurring duties independently, such as ordering stock and supplies and preparing work orders for necessary repairs, etc.
- Support the intellectual property/technology commercialization process, acting as point of contact, maintaining records and assisting in preparing required reports.
- Create and maintain databases
- Assist in the recording of requests for substantial number of documents, and calculating processing costs.
- Provide administrative support to the Patent Counsel in processing and licensing of Federal and Contractor invention disclosures, patent waivers and patent applications and in negotiation, execution and administration of patent licenses; reviewing and evaluating disclosures to ensure proper execution, and identifying indicators of possible statutory bar to patent application; overseeing management of cases in terms of procedural requirements, due dates, execution of documentation, claims, assignments, amendments, appeals, transfer of rights, powers of attorney, petitions and notices of determination and license; providing patent procedural information to clients regarding U.S. Patent Office rules and procedures; reporting to NASA Headquarters payment of issuance fees and awards by the Invention and Contributions Board; and, managing Center input of data and corresponding reports in the Techtracks Data System.
- Provide administrative support to procurement and general law activities; reviewing and providing procedural direction to clients with requests for legal guidance; preparing memos, letters and various legal documents specific to general Federal law; collecting data and preparing activity reports for external Center/Agency organization; and, docketing meetings, and maintaining minutes.
- Coordinate execution of litigation process; arranging with administrative personnel in the Department of Justice and Headquarters and in judges' and outside attorneys' offices the management of litigation cases; preparing for depositions and hearings; scheduling appearances of witnesses and attendance of judges and court reporters; assembling documentary evidence for discovery and trial; preparing correspondence, briefs and legal documents, trial notebook and pleading file; creating index of documentary evidence, notebook and pleadings; organizing evidence submitted in discovery; preparing discovery

requests and responses; managing docket in the Agency Litigation Tracking System; submitting monthly report to Center Director; and, serving as point of contact to Headquarters for system.

- Perform duties of document administrator and division records representative; maintaining Business Management System level procedures; attending documents administrators' meetings, assuring organizational BMS requirements are met; updating LiveLink database; representing organization during BMS audits of records and documents; coordinating records management matters with the Center Records Management Office, Division Records Representative and organizational personnel; organizing and maintaining hard copy and electronic legal records, indexes and logs; and, determining disposal authority.
- Serve as point of contact; responding to routine/procedural questions from clients; providing assistance to those using legal reference materials; coordinating revisions to standard operating procedures; updating staff of evolving standard operating procedures and home page, litigation activity status, patent and general law matters; and, assisting with Bankcard ordering, questions and purchasing arrangements of small purchases, library subscriptions and stock orders.

7.4 0140/Aeropropulsion Research Program Office

7.4.1 General Clerical

The Contractor shall provide administrative and clerical services for three Offices (0140, 0141, 0142). Clerical services typically may be structured to perform one-time or ongoing organizational requirements. Tasks shall include:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices. The Contractor shall prepare letters for Center Director's signature; ensure that all official correspondence and documents leaving the Office have no errors in grammar, typing, format and procedural requirements; and review, proof and channel all outgoing mail.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn' mainframe database systems.
- In the area of clerical organization services, the Contractor shall answer telephones, return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles, electronic mail and other documents. The Contractor shall schedule rooms and people for meetings and conferences. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested. The Contractor shall maintain awareness of new, revised or amended procedures, and relay to all personnel the changes in procedures.
- In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. The Contractor shall establish and update electronic calendars. The contractor shall prepare and track work orders and PR's. The Contractor shall order and maintain stock and/or supplies. The Contractor shall type and maintain performance appraisals, position descriptions, training applications and other similar records required by the Office in managing the organization.

The task will require the Contractor to hold a *SECRET* security clearance based on an interview background investigation.

7.4.2 Computer Illustration

The Contractor shall provide computer illustration support to the Aeropropulsion Research Programs Office. Tasks include the following:

- Operation of a personal computer (PC) type computer workstation utilizing image oriented software to produce high quality technical illustrations, drawings, patent drawings and renditions.
- Interpretation of information provided by the TR on photographs, blueprints, CAD drawings or hand drawn copy.
- Site visitation to render equipment or setups.

- Troubleshoot basic hardware and software problems.
- Artwork is at a high level of complexity and artistic rendering.

The tasks will require the Contractor to hold a *SECRET* security clearance based on an interview background investigation.

7.5 0106/ISO Project Office (Reserved)

7.6 0170/Systems Management Office

The Contractor shall provide administrative and clerical support to the Systems Management Office. Tasks shall include:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, various documents, reports, and vugraphs.
- In the area of computer application services, the Contractor shall prepare and track travel requests and vouchers using the IFM Travel Manager System
- The Contractor shall input attendance data using TADS.
- The Contractor shall input scheduled meetings into Meeting Maker and type agendas if necessary.
- The Contractor shall have extended knowledge of Microsoft Office (Excel, PowerPoint, Word, etc.)
- The Contractor shall serve as back-up to the Management Support Assistant.
- The Contractor shall answer telephones in the Systems Management Office and take messages accordingly.
- The Contractor shall send/receive and distribute facsimiles.
- The Contractor shall be responsible for the distribution of mail and the maintaining of stock/supplies.
- The Contractor shall have extensive knowledge of the Agency Filing Scheme and is responsible for copying, filing and retrieving documents.
- The Contractor shall be responsible for updating the mailing list database.

7.7 0180/Office of Equal Opportunity Programs

The Contractor shall provide administrative and clerical support to the Office of Equal Opportunity Program (OEOP). Tasks shall include:

- Clerical support for all members of EO Programs staff and EO Advisory Groups
- Support civil servant secretary in providing support for over-flow work
- Create, revise, prepare, and edit special reports and presentations including news/magazine articles, EO status reports, Headquarters reports, and flyers for Equal Employment Office (EEO) events
- Prepare management reports, EEO compliance, etc
- Budget reports, files maintenance
- Travel reports/files maintenance
- Generate specialized reports using Freelance graphics software
- Computer Administrator back up including maintaining records, assisting in research for computer equipment and special software, attending meetings
- EO Systems Analyst back up, assist in coding, decoding and debugging programs
- Serves as the Curator for the OEOP Web Site
- HTML authoring of WebPages
- Applies Dreamweaver software package
- Updates and maintains data for seven Advisory Groups
- Enters Code E Calendar of Significant Events
- Enters/Updates GRC OEOP events
- Updates Management Information Meeting (MIM), Glossary, Missions, Reports, Policies, and related links
- Coordinates with Workforce Diversity Program Manager and prepares the Headquarters (HQ) General Management Statistical Report (GMSR)
- Assists Dispute Resolution Program Manager in preparing the HQ Annual Report
- Assists Dispute Resolution Program Manager in preparing the monthly Equal Employment Opportunity (EEO) Counseling and Discrimination Complaints Reports for submission to HQ
- Assists Asian Employment Program Manager

7.8 0210/Resources Analysis and Management Office (Reserved)

7.9 0220/Financial Management Division

(Reserved)

7.10 0300/Vehicle Technology Directorate

The Contractor shall provide general clerical and financial support to the Vehicle Technology Directorate. In the area of financial support, task shall include:

- audit and track travel requests, vouchers and perform financial record keeping/filing/storage and mail distribution.
- financial support such as: payroll support (filing of payroll transactions), commercial accounts payable and preparation of payment schedules.

The Contractor shall ensure that the accounting systems are accurately maintained. Civil servants will control, validate and verify these systems.

In the general clerical support the Contractor shall provide services such as:

- word processing, computer applications, office organization and record keeping.
- clerical services typically may be structured to perform one-time or ongoing organizational requirements.

7.11 0400/Office of Human Resources

7.11.1 Insurance Office

The following Task Description supports the Glenn Research Center employees and retirees in matters concerning Health Insurance and in support of the NASA Employees Benefit Association. Position requires 1 FTE support.

- Process health insurance claims and counsel employees and retirees on coverage, which requires a knowledge of the various plan contracts, and requires an interaction with employees, hospitals, doctors, attorneys, other government agencies (Medicare), OPM and insurance carriers to settle claims and resolve disputed claims.
- Coordinate the annual FEHB Health Fair and assist various employees at other agencies and retiree groups (NARFE and Postal Retirees group), provide information on plan changes and coverage in order to make enrollment changes.
- Provide assistance to employees to resolve claims involving specialized treatment
- Maintain files, process mail, complete correspondence, inform COTR of changes, inform employees of carrier visits, verify enrollments while safeguarding employees privacy.
- Counsel employees on NEBA coverage, process claims, process enrollment changes and beneficiary changes. Reconcile bi-weekly reports. Interact with the carrier, Anthem Health and Life, to supply information to Anthem, order supplies etc. Maintain files, ledgers and accounts (Glenn Chapter and Central Fund accounts). Prepare documents for annual audit.
- Process employee OWCP claims, maintain files and file appropriate reports.
- In the absence of the employee assigned to the Insurance Office, a member of the Training Business Unit will crossover to the Insurance Office.

7.11.2 Office of Human Resources

The Contractor shall perform administrative and clerical support to the Office of Human Resources.

The following tasks are supported:

1. Type various letters, memos, and other documents (i.e., , Metrics/Staffing Reports, Award Letters, certificates, etc.) including some of a very sensitive nature (SES and Employee/Labor Relations documents) making sure they are formatted properly for either electronic or paper distribution, correcting grammar and punctuation errors and making sure they are “NASA-right” according to the Correspondence Standards Handbook and the GPO Standards. Prepare Personnel Newsletter and Benefits Bulletin, type articles, add graphics, and final format.
2. Prepare various spreadsheets, charts, tables, and vugraphs and recreate/update forms, some of which can be very extensive and required in a very short timeframe utilizing, MS Power Point, MS Word, , MS Excel, .
3. MS/ISO Document Administrator for 0400, 0410, 0460, and 0470
4. Maintain various databases for special projects as they occur.
5. Make photocopies as requested.
6. Assist Division personnel when they have computer problems, both hardware and software.
7. Files wide variety of civil servant information into their official personnel file and employee performance file. Assist the Government by preparing letter responses for employment verification. Help CS employees review the folders and make the necessary copies when needed. . Close out and purge all retirement and resignation folders. Distribute daily mail. Make copies and pull OPFs for OHR employees upon their request. .
8. Answer telephones, copy, distribute and file material as requested.
9. Files inactive position descriptions.
10. Boise Cascade Representative placing monthly order for supplies, monitors supply cabinet.
11. Input employee performance ratings into database.
12. Awards – separates award SF-50s. Prepare work order for award letters, review letters and disburse to Center Director’s office in organizational order. Inputs assigned awards into database (Time-Off and Fast Cash).

13. Provides backup for distributing service pins as required.

14.

7.11.3 Organization Development and Training Office

The Contractor shall provide clerical and administrative support to the Organization Development and Training Office (OD&TO). The OD&TO plans and executes the Center Training Budget through the use of Center and OD&TO facilities, logistics, financial and procurement systems and processes to provide and coordinate development programs, training courses, large group events, meetings, and retreats as part of NASA and Glenn Research Center efforts to educate, develop, and inform staff. The group of individuals working under this task will have the responsibility of providing clerical support and administrative support to all OD&TO civil servants. In this capacity, the group will maintain a centralized calendar of OD&TO events and use this calendar to use their staff effectively to adequately support all events. It is expected that a standardized set of office procedures will be developed and maintained, and used to allow for cross-training and support. The intent of the task is to fully support the administrative and clerical needs of OD&TO business and staff so that Government talents and abilities may be used in designing, developing, conducting, and evaluating OD&TO sponsored programs, events and operations. The lead for this task will serve as a liaison to the TR and OD&TO management as appropriate. Tasks shall include:

General Clerical Support

- Works from check lists/written procedures to provide support to OD&TO programs/activities.
- Answers phones, direct calls, handles routine requests.
- Set up arrangements for all facilities (classrooms/on-site or near-site including arrangements to support individuals with disabilities attending course/events).
- Prepare presentation documents, vugraphs, briefing packages, and training materials.
- Order and maintain stock inventory.
- Prepare work orders and makes other arrangements for event support such as courses, ceremonies, recognitions, general programs, and communication programs.
- Copy, collate, and prepare course manuals and program handouts.
- Create, maintain, file program documentation.
- Coordinate meeting times, places, and notify attendees.
- Prepare and proofread correspondence.
- Prepare travel requests/vouchers.

- Proctor tests as required.
- Composes routine correspondence. Maintain standardized letters for repetitive needs.
- Develop and document procedures/check lists.
- Create, maintain and publish OD&TO calendar of events.
- Prepares course announcements, receives nominations. Prepares rosters and notify participants. Summarize evaluations and maintain training information in AdminSTAR (ASTAR) and other data systems.
- Makes arrangements to support individuals with disabilities who may be attending courses/events.
- Prepare event/course publicity via graphics and electronic bulletin board.
- Log in, track, and assign training applications and prepares Purchase Requisitions through SAP.
- Responsible for the training of new and existing business office staff.
- Backup for Branch Office Support Assistant, i.e., time & attendance input, phone coverage and desk coverage when Office Chief and Office Support Assistant are absent.

Procurement/Budget Support

- Logs, routes, tracks, and processes individual applications for training; ensuring completeness; checking and acquiring vendor codes, preparing required documentation (PR, OPM form, Bankcard Order form, etc.), entering into OD&TO budget tracking system, ensuring evaluation completion or cancellation, entry into training history system, and financial close-out.
- Track OD&TO's obligations against organization and program areas, and research and resolve data questions and issues.
- Process invoices for payment. Investigate, advise and/or resolve questions and issues regarding vendor payments.
- Maintain OD&TO budget tracking database. Make recommendations and changes for continuous improvement to the budget tracking database.
- Prepare monthly and special need budget reports for OD&TO and Center Directorates from OD&TO budget database.
- Attend meetings with Financial Management along with Government customer to resolve issues and problems regarding the budget.
- Maintain purchase orders, P-card purchases, SF1034's and budget report records, and assist in resolving/reconciling payment issues.
- Act as Service Checker for OD&TO Purchase Requisitions required for Individual Training Applications.
- Process SF1034 (Public Voucher for Purchases and Services) for approved training fees.

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7.11.4 Expert Center for Information Technology Security Support

The Contractor shall provide general clerical support of the Expert Center (EC) for Information Technology Security (ITS) awareness and training. The following tasks shall be included:

- The Contractor shall collect and evaluate training materials, work collaboratively with the Training Offices at all NASA Centers to coordinate the Training Offices at all NASA Centers to coordinate the collection of related training needs, delivery of training at all Centers and evaluation of progress and quality of training; work with vendors and track, document, and prepare reports on the EC's activities.
- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agenda and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn's mainframe database system.
- In the area of clerical office organization services, the Contractor shall answer telephones, return telephone calls, direct inquiries, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel and purchase requests and vouchers. The Contractor shall maintain records, including LOTS, TADS, and APRS. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.

7.12 8000/Safety and Assurance Technologies Directorate

7.12.1 General Clerical

The Contractor shall provide administrative and clerical support to the OSAT. Tasks shall include:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses.
- In the areas of clerical office organization services, the Contractor shall answer telephones, return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall copy, distribute and file material as requested. The Contractor shall prepare work orders and purchase requests for repairs and small purchases, conduct equipment inventories and submit paperwork for any changes/excesses. The Contractor shall prepare all paperwork associated with space management and coordinate move activities. The Contractor shall maintain listing of boxes shipped to Plum Brook for storage, and prepare and ship boxes as needed.
- In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- The Contractor shall perform database input and administrative support for the compilation of the NASA Technical Standards Program, the Failure Detection and Prevention Program, the OSAT Annual Operating Agreement, the Agency Safety Initiative, the OSAT Newsletter, the OSAT Review Board, and the OSAT Information Technology Team.
- The Contractor will coordinate the administrative details for major reviews such as the Process Verification Audit, by preparing materials, order audio-visual support and make other administrative arrangements.
- Monthly bookkeeping/reconciliation of OSAT monthly financial data.

7.12.2 8300/Glenn Safety Office

The Glenn Safety Office is a Division Level organization under the Office of Safety and Assurance Technologies (OSAT). Serves as the principal clerical and administrative support person for the Chief, Glenn Safety Office. The GSO supports 15 civil servants. Specific major duties include, but are not limited to:

- Maintaining and coordinating an electronic calendar in Microsoft Outlook for the Office Chief and remind him of appointments, upcoming events, action items, due dates; provide a liaison between, staff, supervisors, OSAT Management Office, other GRC Offices, Other NASA Centers, other Federal agencies, and local municipalities.

- Receives all local and long distance calls and visitors for the Office Chief and provides information or refers inquiries to the appropriate office personnel if unable to solve an issue or inquiry personally. Receives calls and visitors for the Chief, Environmental Management Office in the absence of his secretary, as well as providing assistance to any other Office within the OSAT. Receives calls directly on a dispatch line from the Glenn Dispatcher for emergency and general assistance. This requires knowledge of the technical, systems geographic, and committee assignments of the Office engineering assignments. Determines the severity of the call and responds by notifying the appropriate Office personnel (personally, via pager or cellular phone), including the Office Chief of the incident or concern for immediate response. Places long distance calls and sets up telecons with other NASA Centers or local municipalities for the Office Chief.
- Receives, reviews, sorts, determines priorities and distributes incoming mail for the Office Chief. Routes information, articles, publications and literature to the staff or appropriate office. Reviews all incoming correspondence and routes to the appropriate individuals for action; as well as maintains suspense records and an action item log for the Office.
- Prepares all domestic, invitational and foreign travel for the GSO including: travel requests, travel advances, reservations, room accommodations, transportation, ticket and funds pickup, travel vouchers and estimation of travel for the Office budget.
- Maintains all time and attendance records for the GSO including: flexitime, irregular, special tour, and military leaves of absence.
- Establishes, organizes and maintains all administrative files, personnel records, and building and inspection files for the GSO in accordance with the NASA Records Retention Schedule.
- Orders administrative supplies, forms, and services for the OSAT. Writes and tracks work orders for repairs, printing, photography, and audio/visual equipment, etc. Creates purchase requests for other pertinent office supplies and services.
- Composes memorandums, notifications of meetings, agendas and requests for materials. Schedules and prepares for general meetings, board meetings, conferences, Office forums, workshops, annual Safety Stand Downs, Vehicle Safety Week, and Fire Prevention Week. Helps prepare for these meetings by reserving rooms, preparing agendas, notifying participants, arranging for badges, refreshments, audio/visual equipment, and transportation as needed.
- Coordinates and notifies building managers, union representatives, Area Safety Committee Chairs, and pertinent individuals for monthly, quarterly, and annual safety and health inspections. Utilizes the Center Operations Database to determine the property owners of specific buildings and rooms. Inputs violation data for each violation into a Microsoft Access database including: violation, proposed resolutions, and corrective action. Sends out reports electronically to responsible Directorate Points of Contact, Building Managers

and pertinent individuals. Prepares charts for monthly Business Management Reviews. Inputs violation data into the Microsoft Access Construction Database including: violations, proposed resolutions and corrective action(s).

- Types various technical and non-technical support documents, forms, records, reports and minutes such as: letters, memorandums, agreements and memorandums of understanding between other Center Offices/Directorates and local municipalities; prepares Microsoft Excel spreadsheets that are incorporated into the OSAT Annual Operating Agreement; prepares purchase requests; types Research Technical Operating Plan Statements of Work for submission to NASA HQ; prepares trip reports; graphs; charts, tables; view graphs; agendas; Program Operating Plan reports; supervisory and non-supervisory performance plans; numerous Center (A-1) distribution memorandums with posting to the Link or Center electronic bulletin board; annually types all updates for the Glenn Safety Manual for posting to the Office web pages; prepares Executive Safety Board minutes in support of the Executive Secretary and prepares appointment letters and recognition letters for signature for the Chair, Executive Safety Board.
- Supports and is a team member of the Safety Management Team with the Agency Safety Initiative. Duties include; preparing Power Point slide presentations; making tents to be displayed in the cafeterias on a monthly basis; coordinating events; and compiling new articles and utilizing graphics to prepare the GSO Bee Safety Bulletin on a monthly basis, and ensuring it is posted to today@Glenn web site. Supports the newly formed Contractor Safety Council. Also supports the Safety Training Team and the Construction Safety Team, Executive Safety Board, Area Safety Committees, and the Labor Management Safety and Health Committee.
- Inputs and statuses all database items for the 8095 Statement of Work Database. Coordinates the routing, tracking and status of all Statement of Work packages for review by the Office of Safety and Assurance Technologies, Office Chiefs or their designee.
- Serves as the backup for the Safety Permit Coordinator. Duties include: entering Safety Permit Requests, entering, updating and renewing Safety Permits and entering and updating Qualified Operators Lists into the SAFEPERM database.
- Serves as the primary point of contact to the property custodian. Annually conducts inventory of all tagged equipment within the Glenn Safety Office, prepares excess forms, and keeps inventory status list up to date.
- Supports the Office of Environmental Programs in various secretarial duties when the secretary is out of the office or is unavailable.

7.13 0610/Procurement Division

The Contractor shall perform work as an integrated part of the Procurement process. Throughout the process, the Contractor is responsible for providing and administering a variety of tasks in a timely, cost effective, and efficient manner. The Contractor shall perform the following tasks:

7.13.1 Computer and Data Entry Services

- Maintain the Acquisition Management System (AMS). This includes vendor, purchase request (PR), bank card, purchase order (PO), amendments, contract and grant information.
- Create Individual Procurement Action Report (New Awards), NASA Form 507, Purchase Order Modifications and Grant/Mod. Awards.
- Generate source lists based on the type of Procurement.
- Type synopses, pre-award or post-award information and enter into the Commerce Business Daily (CBD), WWW, or the Consolidated Contracting Initiative (CCI) homepages depending on the type of procurement.
- Run, sort and distribute AMS PR, PO, contract and grant reports on a scheduled basis.
- Design and develop miscellaneous graphs, charts, and vugraphs as needed.
- Design, develop and program complex macros, forms and templates for Division.
- Responsible for the Division reporting function on a monthly and quarterly basis. This includes generating applicable reports, analyzing, categorizing and reporting statistical information, and developing and generating appropriate charts and graphs to show pictorial representation of statistics.
- Provide assistance in testing of new releases of AMS, analyzing and reporting problems with releases and communicating information to users of AMS, to AMS System Administrator and to other appropriate parties.
- Coordinate AMS kick outs and requests for further information with Headquarters and fixes any discrepancies in AMS.
- Provide support for Division computer users in the use of MS Word 7.0, MS Power Point, MS Project and in common user problems such as printing.

7.13.2 Filing and Typing Services

- Maintain the Procurement Division library which includes filing Federal Contract Reports, Commerce Business Daily, Federal Acquisition Regulations (FAR) NASA Form 507, etc.
- Maintain General Services Administration (GSA) files that includes microfiche, brochures, and magazines
- Maintain grant filing system.
- File contracts, FAR's, etc.
- Type related Procurement documents and/or forms, labels, memo correspondence, letters as needed and/or requested.
- Type occasional purchase orders.

7.13.3 Small Purchase Services

- Maintain the Small Purchase file room including creating file folders, filing, closing orders, boxing files and coordinating with Records Management Office for transportation to the Plumbrook storage facility.
- Expedite all purchase order delinquencies over 30 days or as requested by buyers, or requesters. Coordinates new delivery information with vendors and requesters.

7.13.4 Mail and Distribution Services

- Sort and distribute all incoming mail twice per day in each individual's mail slot.
- Investigate and forward to appropriate party any unidentified mail.
- Print and distribute purchase requests (PRs) from the automated purchase request system (APRS).
- Mail out Solicitation Mailing List Application, Standard Form 129 to vendors interested in doing business with the government.
- Distribute all Procurement documents (solicitations, contracts, modifications, purchase orders, grants, letters, memos, and correspondence) to appropriate office or personnel. This includes labeling, sorting, packaging, and mailing or coordinating pickup.
- Coordinate and type information for outgoing Federal Express packages.

7.13.5 Reproduction, Fax, and Printer Services

- Maintain 3rd floor copy center which includes ordering and filling paper, toner, and staples.
- Perform minor repairs and jams on copier, fax, shredder, and printers in Room 3319.
- Coordinate repair services with appropriate offices and vendors.
- Reproduce copies for all solicitation/award documents and/or coordinates with Glenn' Duplicating Facility for large reproduction orders.
- Reproduce other official documents as needed, such as Freedom of Information Act (FOIA) requests.
- Assist in fixing problems with remote printers.

7.13.6 General Clerical

- Assist Division and Branch secretaries.
- Order and maintain Division stock supply.
- Maintain unsolicited proposal system, which includes receiving, logging, and distributing proposals to appropriate reviewers.
- Maintain first floor bid room. This includes updating/removing paper copies of solicitations and specifications.
- Provide general clerical services, including word processing, computer applications, office organization and record keeping.
- Perform clerical services as defined in task 7.0.b.
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7.13.7 Vendor Point of Contact for Procurement

The Contractor shall serve as the interface between users and Central Support (at Marshall Space Flight Center) in setting up new vendors. The Contractor shall coordinate and review vendor and/change requests. The Contractor shall research vendor information; assuring that there is no duplication. The Contractor shall maintain a vendor request log and follow up on data sent to Central Support. The Contractor shall validate vendor information in SAP (Integrated Financial Management system) once the vendor has been set up.

7.13.8 Documentation

The Contractor shall create and maintain documentation of all tasks that are supported by the Procurement Division. The Contractor shall make changes as needed to conform to Procurement policies and procedures. The Contractor shall serve as a focal point when changes occur to Procurement work instructions. The Contractor shall keep all documentation current and online. The Contractor shall hold training sessions when procedures are written or revised. The Contractor shall provide feedback to Division personnel for continual process improvement.

7.13.9 ODIN Point of Contact for the Procurement Division

The Contractor shall serve as the ODIN point of contact for the Procurement Division. The Contractor shall coordinate ODIN support for Procurement Division systems which include setting up seats and working with the ODIN refresh technicians in loading Procurement-specified software and services onto refreshed machines. The Contractor shall assist in signing out Procurement laptops to users in the Procurement Division. The Contractor shall review proposed quarterly refresh schedule and ascertain need for augmentation. The Contractor shall also respond to special ODIN data calls.

7.13.10 Windows NT Server Administration

The Contractor shall perform the following duties:

- Install, configure and administer Windows NT Server 4.0 operating system.
- Set/change permissions, create local groups, add and delete users.
- Perform back-up routine on a nightly basis and restore user files upon request.
- Install, configure, and monitor utilities to protect servers against viruses.

7.14 2000/Aeronautics Directorate

7.14.1 Directorate Support

7.14.1.1 ISO Documentation Administration

The Contractor shall serve as ISO Documentation Administrator for the Aeronautics Directorate and the Ultra-Efficient Engine Technology (UEET) Program Office. Duties include:

- Serve as the focal for approved changes to Directorate and UEET ISO Procedures.
- Maintain version control (numbering and managing revision history) of Directorate and UEET procedures and work instructions. Provide maintenance of Directorate and UEET documentation on Livelink and of master list of Directorate and UEET ISO documentation. Provide status accounting to the Directorate on the current version of procedures and work instructions.
- Provide clerical support to the Directorate and UEET in documenting and updating lower level procedures and work instructions. Duties include generation of flowcharts using Flowcharter, and generation of procedures and work instructions using MSWord.
- Provide support to the Directorate and UEET in records control and management. Duties include supporting an inventory of records management and assisting Offices in organizing records in compliance with record retention standards.
- Maintain hard copy versions of ISO procedures, work instructions, and change requests for the 2000 Directorate and UEET.
- Maintain a working knowledge and use of Flowcharter, Microsoft Systems, BMS documentation standards and ISO 9001 requirements for records control

7.14.2 Ultra-Efficient Engine Technology Program Office

7.14.2.1 General Clerical

The Contractor shall provide general clerical support to the Ultra-Efficient Engine Technology (UEET) Program Office.

- Prepare and track travel vouchers.
- Prepare personnel timesheets.
- Answer telephones, return telephone calls and direct inquiries. Send, receive, and distribute facsimiles.
- Screen and distribute mail, compile data package, and copy, distribute, and file material as requested.
- Assist in the development of a photo database. Maintain the database once it is populated.
- Scan and post appropriate information to Livelink as required.

7.14.2.2 UEET Program Office/ TBCC Project Support

The Contractor shall provide administrative clerical services including word processing, computer applications, office organization, and record keeping to the Ultra-Efficient Engine Technology Program Office (UEET). Clerical services typically may be structured to perform one-time or on-going organizational requirements. Tasks shall include:

- Answer telephones, return telephone calls and direct inquiries. Send, receive, and distribute facsimiles. Schedule rooms and people for meetings and conferences.
- Perform visitor control, security and clearance functions. Screen and distribute mail, compile data package, and copy, distribute, and files material as requested.
- Maintain daily calendars of Office managers and the events calendar in use by the UEET Program Office.
- Make travel arrangements for travel (foreign and domestic), arranging schedules of visits, making reservations, notifying organizations and officials to be visited, preparing electronic travel requests, submitting travel vouchers, and reports in adherence to regulations and procedures.
- Respond to requests for information or action regarding Office. Prepares responses and material to be immediately available to Office chief. In the absence of the Chief, in cases that would normally receive his personal attention, assumes responsibility for ensuring that requests for action or information are made known to responsible program personnel who can satisfy the request.
- Compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- Maintain chart of action items and their disposition. Control and follow up on action items to insure timely reply or action.
- Maintain office files and records according to NASA Records Management and UEET Program Office guidelines.
- Serve as backup for inputting timesheets and travel vouchers in the Integrated Financial Management (IFM) system.
- Scan and post appropriate information to Livelink as required.
- Develop CDs of information as required by the UEET Program Office.
- Participate and assist in UEET Outreach efforts.

7.14.2.3 UEET/TBCC Travel Budgets Maintenance

- Maintain and modify travel budget for the program/project.
- Prepare spreadsheets, tables, charts and graphs and establishes databases. Organizes data in the database in order to facilitate preparation of reports and analyses.
- Evaluate travel funding for all UEET/TBCC projects and seek assistance when guidelines are inadequate.
- Prepare and track travel requests.

7.14.2.4 UEET/TBCC Meeting/Conference Logistics Support

- Serve as focal for coordinating on/off-site conferences for UEET/TBCC.

- Research meeting locations and confer with representatives on availability and setup.
- Obtain cost accounting and resources for catering and other equipment (if needed). Maintain records and provide receipts as required.
- Initiate work orders for meeting room setup, AV equipment and transportation.
- Coordinate with UEET/TBCC Intellectual Property Officer to ensure level of security required by event is available.

7.14.2.5 Budget Support

The Contractor shall provide budget support to the UEET Program to include the following tasks:

- Construct monthly combined variance reports for propulsion components analyst input. MS Excel, MS Word and Windows multi-tasking required.
- Experience with database applications needed.
- Update monthly UEET Propulsion Labor Report. MS Excel and experience with Lewis labor is required.
- Generate and file monthly UEET reports from Lewis information management systems. Working knowledge of Supernatural, Lewplan and Lewis labor reports is needed.
- Update and maintain files for UEET subauthorization In and Out, and Reimbursable agreements. Knowledge of subauthorization and Reimbursable processes is a plus.
- Maintain and post to Livelink the financial plans for the UEET Program Workplans. MS Excel and WWW posting experience are required.
- Update RAMO UPN, RTOP and Labor Charts for monthly project reviews with data provided by analysts. MS Excel Charting required.
- Maintain and update working files for composite Rate reports, Lewis Task reports and Labor reports. Familiarity with Lewis information systems reports is a plus.
- Maintain and update working files for Lewis Fund Control and Reserves for use by UEET management and analysts. Knowledge of FARMS and RAMO reserves is a plus.
- Maintain files for UEET and RAMO status reviews.

7.14.2.6 UEET Program and Outreach Support

The Contractor shall perform the following tasks for the UEET Program and Outreach team:

- Serve as the focal point for the quarterly review packages.
- Collect budget, costs and workforce information from the Center's databases and collect milestone status and technical metrics input from the various project managers to generate the quarterly review packages.
- Analyze the data for consistency and reasonableness and reviews the package with the appropriate project managers prior to the Program review.
- Schedule the reviews and provides the electronic presentation for the project managers during the review.
- Post the review packages to the UEET Program's server.
- Provide feedback to the program office regarding improvements to the process.

- Maintain a library of Technical Highlights for the Program Office.
- Serve on the UEET Education and Outreach team.
- Coordinate the design and production of a quarterly newsletter for the Program Office to enhance communication among program participants.
- Collect pertinent program information for inclusion in newsletter.
- Collaborate with Program's web designer and graphic artist to generate a web accessible version of newsletter columns to post to UEET website.
- Participate in the planning and execution of outreach events, i.e. Independent Reviews, Annual Technical Reviews, Home and Home events, etc.
- Research possible areas of collaboration with Air Quality Symposium participants, i.e., local air quality groups, local Chambers of Commerce, local airport planning commissions, etc.
- Coordinate joint efforts and plans meetings among Air Quality Symposium participants and UEET managers.
- Assist with the Air Quality planning activity providing presentation charts, composing the plan, collecting associated papers, etc. as required.
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7.14.2.7 Turbine-Based Combined Cycle (TBCC) Program and Outreach Support

The Contractor shall provide special support to the Turbine-Based Combined Cycle Project and Outreach. Tasks shall include:

- Serves as the focal point for the quarterly review packages for TBCC
 - Collects budget, costs and workforce information from the Center's databases and collects milestone status and technical metrics input from the various project managers to generate the quarterly review packages.
 - Analyzes the data for consistency and reasonableness and reviews the package with the appropriate project manager prior to the Program review.
 - Schedules the reviews and provides the electronic presentation for the project managers during the review.
 - Posts the review packages to the UEET Office's server.
 - Provides feedback to the program office regarding improvements to the process.
- Services as the Configuration Control Specialists for TBCC.
 - Maintains the list of Configuration items.
 - Maintains the Change Packages.
 - Maintains a library of Technical highlights for the Program Office.
- Develops spreadsheet for tracking RASER Task Order Contracts for both UEET and TBCC.
- Work with financial analyst and Business Team lead to develop a mechanism for tracking performance of RASER contractors.
- Services on the UEET/TBCC Education and Outreach team.
 - Coordinates the design and production of a website for the TBCC project to enhance communication among project participants. Collaborates with Program's web designer and graphic artist to generate and maintain the TBCC website.

- Generates Fact Sheets and other Outreach materials as required.
- Participates in the planning and execution of outreach events, i.e. Independent Reviews, Annual Technical Review, Home and Home events, etc, as par tof the Education/Outreach Team.

7.14.2.8 Communication Support

The Contractor shall provide the service of Communication Specialist for the Ultra-Efficient Engine Technology (UEET) Office and the Research and Technology (R&T) Directorate. The Communication Specialist shall provide professional writing and editing services to both organizations. Writing and editing include award nominations, educational materials, articles to be published in hard-copy form and/or on the organizations' web sites, and speeches and presentations for the Director and Deputy Director of R&T as well as the Chief and Assistant Chief of the UEET Office. Specifically, incumbent shall complete the following tasks:

For the Ultra-Efficient Engine Technology Program Office:

- Assist the UEET Program Support Officer in developing appropriate materials as part of the UEET education/outreach efforts. These materials shall include written documents such as pamphlets, brochures, annual performance reports, technical highlight articles, and other web suitable articles.
- Assist the UEET Office personnel in the preparation of accomplishments/status reports in response to NASA Headquarters requirements.
- Assist the UEET Office chief in the preparation of programmatic overview presentations and presentations to be presented at national and international conferences and symposia.
- Participate in the planning and implementation of major reviews and conferences for both UEET and TBCC.
- Assist the Program Support Officer in developing a set of metrics for the UEET education/outreach efforts and then maintain and assess progress against those metrics.
- Provide recommendations for the expansion as well as improvement of the UEET education/outreach efforts.

For the Research and Technology Directorate:

- Assist staff in developing at least 20 nominations for major (as defined by the Science, Research and Technology process owner) awards.
- Assist R&T Directorate in writing honor award nominations and other nominations that are evaluated by the GRC Human Resources Panel.
- Develop an average of at least 2 feature articles per month on Directorate staff, research accomplishments, and university programs. Make the articles available for publication in various venues, including newsletters and the R&T Directorate website.
- Create materials to promote/market technologies developed by R&T Directorate personnel.
- Develop and maintain biographies for all managers, Office Chiefs, and Senior Scientific and Technical Personnel. At least one-fourth of the biographies should be completed and made available for posting on the Directorate web site in fiscal year 2003.

- Publicize GRC capabilities and accomplishments by providing support for stakeholder visits, special events, ceremonies, tours and other activities intended to develop interest in research at the Center.

The Contractor shall provide professional skills in writing and oral presentations. Support requires skill in establishing and maintaining effective working relationships with the program office, the directorates, various other internal and external organizations, stakeholders, special interest groups and the general public.

7.14.3 Subsonic Systems Office

7.14.3.1 General Clerical

The Contractor shall provide general clerical and administrative services including development and maintenance of databases, word processing, computer applications, office organization, and record keeping to the Subsonic Systems Office (SSO). Services typically may be structured to perform one-time or on-going organizational requirements. Tasks shall include:

- Develop and maintain office awards, training and travel databases using Microsoft Access
- Compose and type letters, correspondence, documents, reports, meeting notices, agendas, minutes and vugraphs
- Prepare spreadsheets, tables, charts and graphs
- Answer phones, return telephone calls and direct inquiries. Send, receive, and distribute facsimiles. Schedule rooms and notify attendees of meetings and conferences. Perform visitor control, security and clearance as required. Distribution of mail and prepare mailing requests. Makes copies for staff and files materials as requested.
- Prepare and track travel requests and vouchers. Update electronic calendar. Keep stock inventory and orders supplies.
- Maintain a computerized system for tracking and cross-referencing.
- Prepare personnel timesheets and input/track purchase requests.
-

7.15 5000/Research and Technology Directorate

The Contractor shall provide administrative and clerical support to many divisions within the Research and Technology Directorate. One person shall maintain a SECRET security clearance. The following tasks shall be performed:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Lewis' mainframe database systems.
- In the area of clerical office organization services, the Contractor shall answer telephones; return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- The Contractor shall provide general clerical support to the Inter-Agency Advanced Power Group (IAPG) Steering Working Group meetings.
- Updates in hardware/software and NASA procedures.
- The Contractor shall provide Access database support in the 5500 and 5600 divisions.

7.15.1 5100 & 5120/Materials Division & Advanced Metallics Branch

The Contractor shall provide administrative and clerical support within the Materials Division and the Advanced Metallics Branch. Following tasks shall be performed.

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Lewis' mainframe database systems.
- In the area of clerical office organization services, the Contractor shall answer telephones; return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. Some positions require

knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.

Graphics support is needed for the Materials Division and the Advanced Metallics Branch in the preparation of viewgraphs, slides and electronic presentations as well as figures for technical papers, proposals and reports. This support includes the following items:

- Preparation of both black and white and color viewgraphs, slides, and presentations using Microsoft PowerPoint. These presentations range in complexity from simple text slides to slides with multiple images including photographs, clip-art, drawings, graphs (2-D and 3-D), pie charts and bar charts.
- Preparation of drawings and figures from “hand sketched” drawings.
- Preparation of graphs (2-D and 3-D), pie charts, bar charts, x-y scatter plots using Microsoft Excel, Sigmaplot, or similar programs.
- Incorporation of the above plots or drawings into PowerPoint slides or Microsoft Word documents.

7.15.2 Communication Specialist

The Contractor shall provide the service of Communication Specialist for the Ultra-Efficient Engine Technology (UEET) Office and the Research and Technology (R&T) Directorate. The Communication Specialist shall provide professional writing and editing services to both organizations. Writing and editing include award nominations, educational materials, articles to be published in hard-copy form and/or on the organizations' web sites, and speeches and presentations for the Director and Deputy Director of R&T as well as the Chief and Assistant Chief of the UEET Office. Specifically, incumbent shall complete the following tasks:

For the Ultra-Efficient Engine Technology Program Office:

- Assist the UEET Program Support Officer in developing appropriate materials as part of the UEET education/outreach efforts. These materials shall include written documents such as pamphlets, brochures, annual performance reports, technical highlight articles, and other web suitable articles.
- Assist the UEET Office personnel in the preparation of accomplishments/status reports in response to NASA Headquarters requirements.
- Assist the UEET Office chief in the preparation of programmatic overview presentations and presentations to be presented at national and international conferences and symposia.
- Participate in the planning and implementation of major reviews and conferences for both UEET and TBCC.
- Assist the Program Support Officer in developing a set of metrics for the UEET education/outreach efforts and then maintain and assess progress against those metrics.
- Provide recommendations for the expansion as well as improvement of the UEET education/outreach efforts.

For the Research and Technology Directorate:

- Assist staff in developing at least 20 nominations for major (as defined by the Science, Research and Technology process owner) awards.
- Assist R&T Directorate in writing honor award nominations and other nominations that are evaluated by the GRC Human Resources Panel.
- Develop an average of at least 2 feature articles per month on Directorate staff, research accomplishments, and university programs. Make the articles available for publication in various venues, including newsletters and the R&T Directorate website.
- Create materials to promote/market technologies developed by R&T Directorate personnel.
- Develop and maintain biographies for all managers, Office Chiefs, and Senior Scientific and Technical Personnel. At least one-fourth of the biographies should be completed and made available for posting on the Directorate web site in fiscal year 2003.
- Publicize GRC capabilities and accomplishments by providing support for stakeholder visits, special events, ceremonies, tours and other activities intended to develop interest in research at the Center.

The Contractor shall provide professional skills in writing and oral presentations. Support requires skill in establishing and maintaining effective working relationships with the program office, the directorates, various other internal and external organizations, stakeholders, special interest groups and the general public.

7.16 6100/Space Communications Office

The Contractor shall provide general clerical services for the Space Communications Office. The following tasks shall be included:

7.16.1 General Clerical Support

The Contractor shall provide general clerical services for the Space Communications Office. General clerical services shall include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following will be required:

- Compose and type letters and memorandums, type documents using Word, type reports, type meeting notices, type agendas, type vugraphs using PowerPoint, take minutes and transcribe.
- Answer telephones, return telephone calls and direct inquiries, send/receive/distribute facsimiles, schedule rooms and people for meetings and conferences, perform visitor control, security and clearance functions, screen and distribute mail, copy/distribute/file material as requested, prepare and track work orders, order and maintain stock and/or supplies.
- Prepare and track travel requests and vouchers (LOTS), provide data entry into the Time and Attendance Distribution System (TADS), perform double entry bookkeeping, posting to journals and reconcile accounts (Excel).
- Proficient in computer applications including spreadsheets (Excel), tables, charts and graphs, establish databases, organize in database.

7.16.2 High Rate Data Delivery TAM Support (Complete)

7.16.3 6140/Spectrum Management Office Support

The Contractor shall provide general clerical services for the Spectrum Management Office. General clerical services shall include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following will be required:

- Compose and type letters and memorandums, type documents using Word, type reports, type meeting notices, type agendas, type vugraphs using PowerPoint, take minutes and transcribe.
- Answer telephones, return telephone calls and direct inquiries, send/receive/distribute facsimiles, schedule rooms and people for meetings and conferences, perform visitor control, security and clearance functions, screen and distribute mail, compile data packages, copy/distribute/file material as requested, prepare and track work orders, order and maintain stock and/or supplies.
- Prepare and track both domestic and foreign travel requests and vouchers (LOTS), provide data entry into the Time and Attendance Distribution System (TADS).
- Proficient in computer applications including spreadsheets (Excel), tables, charts and graphs, establish databases, organize data in database, prepare and analyze reports from database, extract data from Glenn mainframe database systems.
- Proficient in Microsoft Access

7.17 6500/Space Transportation Project Office

7.17.1 General Clerical Support

The Contractor shall provide general clerical services for the Space Transportation Project Office (STPO). General clerical services shall include word processing, computer applications, office organization and record keeping. The Contractor shall provide a variety of office support duties that are required such as the following:

- Create, organize, and maintain electronic file cabinet for project office electronic information not attached to an individual to include STPO electronic presentations.
- Create and maintain project filing system.
- Maintain/update STPO WebPage weekly with minutes/calendar/items of interest.
- BMS Records Manager – maintain Records Management Log.
- Office/document room organization and record keeping.
- Types letters, correspondence, documents, reports, vugraphs, minutes, agendas, and meeting notices.
- In the area of clerical office/document room organization services, the Contractor shall answer telephones; return telephone calls and direct inquiries. The Contractor shall send, receive, distribute, and maintain a log of facsimiles.
- The Contractor shall distribute mail. The Contractor shall copy, distribute and file material as requested. Some files to be maintained, but not limited to are STPO Engineering Review Board documents, STPO change board documents, GRC Management Instructions, NASA Handbooks, and Store Stock Catalog.
- In the area of record keeping services, the Contractor shall establish and update electronic calendars. The Contractor shall order and maintain stock and/or supplies.
- Maintain, generate, and distribute minutes for Project Management meetings, Space Transportation Staff meetings, and Division Chief meetings.
- Knowledge of Division Web and server to provide back up
- Support Project Managers; i.e., presentations using various software such as Excel and Powerpoint.
- Provide back up to Division Office Secretarial Staff.

7.17.2 Administrative Support

The Contractor shall be assigned to primarily support the 2nd Generation subsystem at 50 percent and 3rd Generation Propulsion Research and Technology (PRT) at 50 percent.

- The Contractor shall be familiar with the Business Management System (BMS) procedures for NPG7120.5 Program Management requirements that apply to the three projects.
- The Contractor shall prepare and accurately keep the files that must be kept for BMS and NPG7120.5
- The Contractor shall advise the project managers and contact the people who are responsible for the files if deficiencies are found.

- The Contractor shall track deficiencies and remind the responsible people until the deficiencies are resolved. These duties include but are not limited to assisting in creating, distributing, collecting data for, and upkeep of the Project Plan, Risk Management Plan, Task Spreadsheets, MIM inputs, and other reports as required.
- The Contractor shall set up logistics for telephone conferences, videoconferences, and meeting on or off site. The Contractor shall assist in setting up travel, security, and training arrangements as required.
- The Contractor shall assist in setting up and coordinating source selection activities. These activities include both formal Source Evaluation Boards and other NASA/GRC task selection processes.
- The Contractor shall assist in assembling proposal packages for the projects.
- The Contractor shall assist the project managers in preparing presentations.
- The Contractor shall be proficient in Microsoft Word, Excel, Powerpoint and Filemaker Pro. Other software packages will be identified by the TR when required.

7.17.3 Administrative Coordinator

The Contractor shall provide administrative services for the Space Transportation Project Office (STPO). The Contractor shall provide a variety of office support duties such as the following:

- Maintain SQL database for BMS records including set-up and visual basic programming of spreadsheets.
- Serves as the focal point for the Monthly MIM review packages for the 6500/Space Transportation Project Office (STPO).
- Provides support to the STPO Project Operations Manager. Support to include collection of data and text for presentations.
- Provides support to the STPO Systems Analysis Manager. Support to include collection of data and text for presentations.
- Provides limited support for reporting to Lead Center for Space Launch Initiative (SLI).
- Assists project office staff with collecting and assembling data for presentations. Coordinates electronic filing of presentations with STPO staff.
- Types letters, correspondence, documents, reports, vignettes, and presentations.
- Attendance at staff meetings and project related meetings as required, with occasional note taking.

• **7.18 6700/Microgravity Science Division**

The Contractor shall provide general clerical services for the Microgravity Science Division. General clerical services shall include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following will be required:

- Compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas, and meeting notices using Microsoft Word and Word Perfect.
- Prepare spreadsheets, tables, charts, and graphs and establish databases using PageMaker, Power Point, and Excel. Charts and graphs can be complex in nature.
- Answer telephones; return telephone calls and direct inquiries. Send, receive, and distribute facsimiles. Schedule meetings and conference rooms. Perform visitor control, security and clearance functions. Screen and distribute mail. Copy, distribute, and file material as requested.
- Maintain attendance records. Establish and update electronic calendars using Calendar Creator Meeting Maker. Prepare and track work requests. Order and maintain stock and supplies.
- Serves as MSD Protocol Officer. Responsible for making all arrangements for foreign visitors, astronauts, and other VIP visitors. It also includes set up of meetings and award ceremonies, meal functions, press briefings, etc.
- Serves as Xerox and Kodak Lanier machine key operator.
- Enters data into the NASA HQ database for VIP Shuttle passes in Filemaker Pro and notifies 6000 managers and secretaries about Shuttle launches and availability of VIP passes.
- Proficient in Filemaker Pro.
- Proficient in Pagemaker.
- Proficient in Photoshop and Illustrator.
- Uses Adobe Go Live to create and edit individual website pages. This software package handles all the programming necessary for tasks that we use on the web.
- Uses AOLPress to edit the Microgravity Meetings and Symposia List on the web (a large calendar containing international meetings related to Microgravity Science).
- Uses Adobe Photoshop 5.0 to create and edit graphics. It is used to manipulate graphics to re-size, re-color, touch up, and filter them. The program "Photoenhancer for Kodak" is used to retrieve and manipulate images taken with the Kodak DC50 Digital Camera.
- Uses Adobe Illustrator 7.0 as a drawing program. Uses it to manipulate detailed drawings charts and graphs that have been converted to PDF format.
- Uses Equalibrium Debabelizer to convert graphic images to create a clean version.
- Uses Microsoft Drawing to create detailed drawings.
- Uses Textbridge Professional for optical character recognition. Also uses it to scan and extract text from documents.
- Maintain inventory control of MSD publications materials.
- Provide logistics support to MSD/NCMR personnel in the distribution and display of educational/outreach materials.

- Arrange for express delivery of Literature racks and accompanying publications to off-site locations.
- Supply and maintain literature racks in four locations (Bldg. 77, 110, 333 and Northrop Grumman at Aerospace Parkway).
- Travel and participate in various MSD outreach events as requested by MSD.
- Assist with preparations necessary to getting all needed materials packed for off-site outreach events.
- Provide staffing support at various exhibits and events, including basic set up and disassembly of exhibits.
- Design and prepare materials to be distributed as outreach literature (i.e., flyers, handouts, brochures, notices, or advertisements).
- Provide support for on-site reviews. Consults with the Project Scientist or Project Manager on the planning and coordinating logistics, as needed, including visitor passes, lodging suggestions, and orientation. Communicates logistics to the Project Manager or Project Scientist and invited panel members. Makes arrangements for the agenda, audio-visual equipment, meeting room details, local transportation, mailings, and supplies, etc. Arranges for a working lunch and refreshments when requested for the review.

7.19 6900/Power and Propulsion Office

(Complete)

7.20 7100/Information Systems Division

The Contractor shall provide clerical and nontechnical administrative support for Information Systems Division managers and staff as well as for specific project teams. The Contractor shall provide a variety of office support duties are required such as the following:

7.20.1 General Clerical Support

- General office support including copying, filing, meeting scheduling and logistics, typing of official correspondence and presentations, and occasional scribe/minute taking at meetings. Duties may include composing correspondence, special or one-time reports, summaries, replies to inquiries, agendas, meeting notices, etc.
- Human resource management support including typing/preparation of performance plans, personnel actions, data entry input of time and attendance, travel request and voucher preparation, and coordination of training requests.
- Additional support may also include such things as calendar management and phone answering, maintaining office logs, coordination of visitor clearances, coordination of retirement folders as well as other miscellaneous Division functions.
- To perform above tasks, clerical staff must be proficient in using a personal computer, including word processing, spreadsheet, and database software, as well as electronic mail and WWW communications. It is estimated that more than 50% of the work will be performed using a computer.
- In addition to above clerical support, the Information Systems Division also requires support for mail processing and stock control. These duties include: mail distribution including updating of mail bins and sorting mail to four mail stops in Building 142.
- Maintain supplies/stock room including inventory and ordering of office supplies, forms and toner cartridges for Information Systems Division personnel.
- Serve as primary contact for Building 142 copiers, maintain paper supply and load paper as required. Also clear paper jams, change toner cartridges and call for service as may be needed. Additionally, empty shredding machine as necessary.

7.20.2 Budget Support

- Additional support shall include preparing purchase requests, preparing funding documents, establishing databases, gathering financial data, organizing financial data in databases, tracking financial data, and extracting data from Glenn mainframe database systems.
- Support shall also include preparing reports such as monthly financial status reports and analyzing reports and other data and assisting in preparation of documentation for the annual Program Operating Plan (POP).
- To perform above tasks, administrative staff must be proficient in using a personal computer, including presentation and forms software, and specialized NASA applications such as IFM.
- Position will occasionally require working after normal working hours.

7.21 7600/Research Testing Division (RTD)

The Contractor shall provide general clerical services for the Research Testing Division.

Specific tasks include:

- Computer application services, such as, prepare spreadsheets, tables, graphs, charts, and establishes databases. Obtain and organize data in proper form to prepare budget reports, resource utilization reports, overtime reports, training reports, supplies/stock reports, and travel reports on a weekly, monthly, and annual basis.
- Organize and communicate training schedules and courses (including mandatory safety and environmental training) for the Division.
- Update Division databases.
- Back up clerical staff.
- Additional advanced requirements include use of Access and Flow Charter and Visio, MS Project schedules. In Access will develop, establish linkages, edit, revise database tables, reports, graphs, etc. relative to overall SRS and MIS implementation, and resource management. In Flow Charter will develop, edit, revise, transpose to, and incorporate with other mediums, Visio and maintain organizational, functional and process flow charts-In MS Project will create and/or maintain test project schedules per test engineers /branch chief's input. Edit or create resource reports within MS Project database.
- Division safety shoe representative (safety glasses/tools).
- Assist Administrative Officer with tracking only for awards/travel/training.

- Clerical word processing services, such as, typing and distributing memos and letters, correspondence, documents, reports, minutes, run reports, agendas and meeting notices, e-mails, vugraphs, Request for Proposals (RFPs), Order for Supplies or Services, and NASA-C-347Clerical office organization services, such as, answer telephones, return telephone calls, direct inquiries, and take and distribute messages. Send, receive, and distribute facsimiles. Schedules meetings, rooms, and conferences and attends meetings as required. Distribute mail, and compile data packages. Provide copying, distributing, and filing of documents.
- Provide record keeping services, such as, preparing and tracking travel requests and vouchers utilizing the IFM Travel Manager System, data entry into the time and attendance system and maintaining attendance records. Tracks, logs, and distributes work orders. Serves as a requestor utilizing the IFM System and orders and maintains stock/supplies and ODIN catalog items.-Use of word-perfect macros. Macros will be needed to prepare the Form 347, Order for Supplies or Services process and NASA letterhead memos and letters.
- Maintain and distribute flight suits (safety equipment). Enter and maintain database of flight researcher data for org 7040.
- Provide services to expedite, track and process purchases and services in support of the Research Testing Division
- Provide services to analyze, track and report on a variety of facility related resources including civil servant labor, FOTSS, and utilities. Utilize the Facility Utilization System for reporting and analysis of facility replacement costs and values.
- ⊖ Prepare and archive management presentations.
- Update and maintain facility utilization (usage) and ground test facility customer satisfaction databases; create presentation material based upon these databases for the Center's Quarterly Management Information Meeting.
- Create and maintains web pages for the Facility Management and Planning Office
- Provides clerical support to multiple Safety Committees. Tracks and prepares new permits, renewals, and files correspondence.
- Provides division support for ODIN. This includes data entry, review, and tracking of division equipment in ODIN data base.
- Provides division support for Test Engineering Support (TES) data base. This includes data entry, periodic update, and distribution.

7.22 7700/Engineering Development Division Support to Manufacturing

The Contractor shall furnish general clerical services for the Metals Technologies Branch and for the Prototype Development Branch. This service shall include word processing, record keeping, and computer applications and general office organization that will be ongoing. The following tasks shall be included:

- Compose and type letters, correspondence, documents, RFQ's, purchase orders, reports, minutes, agendas, meeting notices and vugraphs
- Prepare procurement documents, maintain procurement status files and develop status reports for the research customer. Maintain the procurement databases that reside on the mainframe computer as well as a key server that is dedicated for the Division.
- Prepare spreadsheets, tables, charts and graphs; and establish databases. The contractor will organize, update and input data in the database, in order to facilitate preparation of reports and analyses.
- Answer telephones, return telephone calls, and direct inquiries, shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for conferences, screen and distribute mail, copy, distribute and file material as requested.
- Data entry into the time and attendance system. Maintain attendance records, prepare and track work orders and order and maintain stock
- Maintain, support, and coordinate all branch office automation database activity and be the responsible person for maintaining the customer survey database records.

7.22.2 Administrative Support

The Contractor shall perform the following administrative tasks:

- Maintain division internal and external work data in the Job Entry Tracking System (JETS), including inputting of purchase requests, accounting data, costs, delivery and completion dates, etc. In response to management requests, query databases such as JETS, BRIO database reporting system, IFMP, etc. Prepare reports for outsourcing statistics from ACCESS. Distribute and collect data from Division customer surveys.
- Enter purchase requests for outsourcing contracts as well as contract options.
- Prepare procurement documents, maintain procurement status files and develop status reports for research customers. Maintain procurement databases residing on mainframe computer as well as dedicated MED key server.
- Expedite work in progress through the Resources Analysis and Management Office (RAMO) and the Financial Management Division (FMD).
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- Prepare spreadsheets, tables, charts and graphs; and establish databases. The Contractor will organize, update and input data in the database in order to facilitate preparation of reports and analyses.
- Compose and type correspondence, documents, reports, minutes, agendas, meeting notices, and vu-graphs.

- Answer telephones, return telephone calls, and direct inquiries; send, receive, and distribute facsimiles; schedule rooms and attendees for conferences, screen and distribute mail; copy, distribute and file material as requested.
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7.23 7300/Facilities Division

The Contractor shall provide general clerical services for the Facilities Division. The following tasks shall be included:

- Clerical word processing services such as typing and distributing memos and letters, correspondence, documents, reports, minutes, submittals, progress payments, agendas and meeting notices, e-mails, vugraphs, Request for Proposals (RFPs), Order for Supplies or Services, NASA-C-347.
- Computer application services such as work order processing, data entry, and operation of database systems, data entry and report generation for labor resource and instrumentation planning, preparing and updating spreadsheets, and preparing charts and graphs.
- Clerical office organization services, such as answer telephones, return telephone calls, direct inquiries, and take and distribute messages. Send, receive, and distribute facsimiles. Schedule meeting rooms and conferences and attends meetings as required. Distributes mail and compiles data packages. Provides copying, distributing, and filing of documents.
- Record keeping services such as preparing and tracking travel requests and vouchers in the IFM Travel Management System. Data entry into the time and attendance system and maintain attendance records tracks, logs, and distributes work orders. Mapped to the role of “Power Requisitioner” in IFMP and orders and maintains stock/supplies. Collect metric data and service as ISO Records Representative.
- Use of word-perfect macros. Macros will be needed to prepare the Form 347, Order for Supplies or Services process and NASA letterhead memos and letters.
- Provide services to expedite, track and process purchases and services in support of the Facilities Division.
- Provide graphics support for the design and production of building manager signs and other graphics in support of a variety of communications activities within the directorate and division.
- Prepare and archive management presentations.
- Provide clerical support to the Safety Committees. Tracks and prepares new permits, renewals and files correspondence.

7.24 7700/Engineering Development Division

The Contractor shall provide general clerical services to include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following tasks shall be included:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn' mainframe data base systems.
- In the area of clerical office organization services, the Contractor shall answer telephones, return telephone calls, direct inquiries, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel and purchase requests and vouchers (IFM Travel Manager System). The Contractor shall provide data entry into the time and attendance system (TADS) and maintain records. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies (IFM).
- In the area of IFMP, the Contractor as a 7700 Power Requisitioner shall input purchase requisitions into the IFMP system which includes inquiry of the availability of funds, creating and maintaining, copy of deleting purchase requisitions, attaching supporting documentation, if applicable and tracking the status of purchase requisitions for approvals through receipt of delivery.
- In the area of GRC Area 2 Safety Committee, chaired by the 7700 Division Chief, the Contractor shall prepare new safety permits, revise expired permits, send signed permit to the Safety Office and make copies for Area 2 Safety Committee, file and send copy to the Permit Holder. Contractor will track permits in SAFEPERM database (access). The Contractor will schedule meetings, take minutes for the meeting, type up the minutes and forward to Committee Members.
- In the area of WebPages, Contractor shall develop Webpage for the branch the Contractor is supporting and update as needed.
- Contractor shall create computer interface video shows using graphic PowerPoint presentations for job fairs and other types of overview briefings.
- Contractor shall compile Monthly Progress Report from all branches in the Division; this large document incorporates highlights of every project in the division. The Contractor shall

proofread and improve appearance of reports received. This report shall be forwarded to all managers in the division.

- Contractor shall coordinate and track moves for the division. This includes filling out proper paper work for computer and phone moves for existing employees, co-op students, summer students, and new employees. Contractor shall coordinate all furniture moves. All processes must be approved by the Space Management Committee.
- Contractor shall coordinate workshops such as the Thermal Fluid Analysis Workshop. This international workshop attracts persons from all over the world. The Contractor will handle the administrative details and work closely with the conference chair to assure details are handled.
- Contractor shall support the Acoustics Testing Laboratory.
- Contractor shall submit and process invitational travel for JSC and Army employees associated with the Acoustics Testing Lab.
- Contractor shall coordinate with the Duplicating Center, large documents or manuals to be copied and to be disseminated at training seminars and conferences which are conducted at a variety of locations across the United States and includes attendees such as Astronauts from Johnson Space Center.
- Contractor coordinates with the Imaging Technology Center to make copies of CDs used for training or conferences.
- Contractor will compile mass mailings in support of the Acoustic Testing Lab.

7.25 9200/Office of Educational Programs (COMPLETE)

7.26 6000/Space Directorate

The Contractor shall provide general clerical support to various offices within the Space Directorate. The following tasks shall be included:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn's mainframe database system.
- In the area of clerical organization services, the Contractor shall answer telephones, return telephone calls, direct inquires, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel and purchase requests and vouchers. The Contractor shall maintain records, including LOTS, TADS, and APRS. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain the stock and/or supplies.

7.27 7800/Systems Engineering Division**7.27.1 General Clerical Support for**

7800/Systems Engineering Division
7810/Systems Engineering and Integration Branch

The Contractor shall provide general clerical services for the Systems Engineering Division, Systems Engineering and Integration Branch to include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following tasks shall be included:

- The Contractor shall determine own priorities for both non routine and routine situations. Interprets and adopts written guide lines, policies, and practices to accomplish tasks.
- The Contractor prepares special or one-time reports, summaries, or replies to inquiries, seeking relevant information from a variety of sources such as NASA Headquarters, NASA Field Offices, reports, documents, and correspondence, as guided by general directions.
- Prepares materials needed by the division. The contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices. Sends and tracks Action Items to the division staff and coordinates integrated responses to most Action Items.
- In the area of record keeping services, the Contractor shall prepare and track travel, purchase requests, time and attendance (TADS) and travel vouchers. The Contractor shall maintain records, including the use of the travel manager system, and IFM. Contractor shall develop and maintain division training, awards and travel budget spreadsheets. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database from files and actions in order to facilitate preparation of reports and analyses (as in training, travel and awards reports). In addition, the Contractor shall extract data from Glenn's mainframe database system and/or IFM.
- In the area of clerical office organization services, the Contractor shall document appointments, answer telephones, return telephone calls, direct inquiries, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.

- Division training coordinator: log training announcements, compile nominations from division personnel and submit names to Directorate office as well as maintain training action spreadsheet.
- Division Records Representative: for ISO9001 maintain accuracy of division records and routinely monitor division personnel's accuracy in their maintenance of those records.
- Division move coordinator. Plan, schedule, coordinate moves with division personnel, furniture movers, communications personnel (phone, computers) and construction personnel if needed.

7.27.2 General Clerical Support for

7800/Systems Engineering Division

7815/Systems Engineering and Advanced Concepts Branch

7820/Systems Analysis Branch

The Contractor shall provide general clerical services for the Systems Engineering Division, Systems Engineering and Advanced Concepts Branch and the Systems Analysis Branch to include word processing, computer applications, office organization and record keeping. Clerical services typically may be structured to perform one-time or ongoing organizational requirements. The following tasks shall be included:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from the GRC mainframe data base systems and/or IFM.
- In the area of clerical office organization services, the Contractor shall answer telephones, return telephone calls, direct inquiries, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences, put scheduled meetings on Branch Chiefs' Meeting Maker calendars, and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel requests, vouchers and purchase requests. Acts as a Power Requisitioner for the Division. The Contractor shall maintain records, including Travel Manager and IFM. Some positions require knowledge of double entry bookkeeping, posting to journals and reconciling accounts. Contractor shall enter data and maintain records for TADS (time sheets). The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- Contractor shall coordinate and track moves for the division/branches. This includes filling out proper paper work for computer and phone moves for existing employees, co-

op student, summer students, and new employees. Contractor shall coordinate furniture moves. All processes must be approved by the Space Management Committee.

- Serves as ODIN Point of Contact (POC) for the Division. Acts as the interface between Division personnel and ODIN, interfaces with Unix system administrator, orders IT equipment, deals with upgrades and refreshes, attends ODIN POC meetings, Keeps track of all computers and phones (Inventory Control) within the division and makes sure all records are correct and current.
 - Serves as 7800 Central Directory Administrator. Responsible for creating, deleting, modifying user accounts and privileges and passwords.
 - Supports 7800 Computer Group. Helps to determine computer needs, incorporate computer policy and generate and manage IT budget.
 - Serves as back-up to Business Management Systems (BMS) Division Representative. Assigns, processes and tracks Document Change Requests (CR) from receipt through approval. Maintains Change Request Log, BMS document review files and contingency files of all procedures, CR packages and forms. Maintains approved BMS documents in native format in the Livelink Organizational Project folder. Assists CR originators when submitting a CR if needed. Assures publication of approved changes to designated documents and notifies affected users of changes. Releases approved BMS documents and forms into the BMS Library for use.
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7.28 9300/Community and Media Relations Support

The Contractor shall provide general clerical services. These services shall include word processing, computer applications, office organization and record keeping. Clerical services could involve one-time or on-going organizational requirements. The following tasks shall be included:

- In the area of clerical word processing services, the Contractor shall type press releases, Notes to the Editor, letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices
- In the area of computer application services, the Contractor shall work with various macros for creating letters and envelopes, and will establish and maintain an extensive database for media in Lewis' six-state service area. The Contractor shall organize data in the database in order to facilitate preparation of media mailings and analyses. In addition, the Contractor shall extract data from Lewis' mainframe database systems.
- In the area of clerical office organization services, the Contractor shall answer telephones, including the media relations line, return telephone calls and direct inquiries. The Contractor shall send, receive and distribute facsimiles, while also maintaining and updating on an as-needed basis, Glenn's media broadcast service via the fax. The Contractor shall schedule rooms and people for meetings, conferences, and press briefings. The Contractor shall perform visitor control, security clearance functions with special attention being given to media visits. The Contractor shall sort and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel requests and vouchers. The Contractor shall maintain attendance records. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.
- Operating VCR for the purpose of recording television programs
- Formatting news releases from Word to HTML
- Simple HTML authoring of web pages
- Preparing annual year in review of newspaper clippings
- Assisting Division secretary by checking files and updating them according to the Agency filing system

7.29 9400/Commercial Technology Office Support (CTO)

The Contractor shall provide administrative and clerical support to the Commercial Technology Office.

7.29.1 Tech Briefs Support

The Contractor shall provide administrative and clerical support to the Tech Briefs process to include the following tasks:

- Enter contract and grant new technology items into appropriate databases, as well as entering Glenn patent disclosures and unsolicited Tech Brief candidates
- Work with Office of Chief Counsel to maintain patent related entries in appropriate technology databases (TechTracs)
- Process Tech Brief candidate evaluation by CTO technical staff; processes drafting of Tech Briefs to authors, management, the Patent Office and CTO technical staff for final approval
- Prepare final submission package including approved Tech Briefs and technical support packages and forwards to NASA Tech Briefs Magazine
- Track technical support package requests
- Process computer code distributions
- Prepare presentation materials
- Prepare reports
- In the area of clerical word processing services, the Contractor shall type press releases, Notes to the Editor, letters, correspondence, documents, reports, viewgraphs, minutes, agendas and meeting notices.

7.29.2 Contract Support

In addition, the Contractor shall perform the following clerical and administrative tasks in support of contracting activities:

- Contract and grant new technology reporting, including processing appropriate documentation for new contracts
- Open files for new contracts and grants and entering contract and grant information into appropriate NASA databases
- Send new technology reporting responsibilities forms and correspondence to contractors, grantees and Glenn scientists and engineers
- Enter new technology items into appropriate databases
- Maintain contract and grant new technology reporting accounting, prepares contract and grant new technology activity reports
- Forward contract and grant reports to appropriate CTO and Glenn engineers and scientists
- Close out contracts and grants with respect to new technology reporting requirements
- Prepare presentation material
- Assist in coordination of requirements for the Agency's TechTracS system.

7.30 9000/External Programs Directorate

7.30.1 Undergraduate Scholar Program Support

Support shall serve as Administrative Assistant to Undergraduate Scholars Program Manager in 9000. Providing clerical and administrative support in an office environment. The work requires the use of personal computers and peripherals to develop products that support the Undergraduate Scholars Program and the Community Outreach Program.

- Provides data entry and analysis of student participants using MS Excel spreadsheets. Performs tracking of GRC 334 funded grants to ensure timely notification to Technical Monitors of renewal due dates. Contacts TM's by telephone and e-mail with instructions for renewal processing. Assists with Peer Review of grant proposals: log-in, transmittal to reviewers, tracking of progress and assisting reviewers with the on-line review protocols. Does Internet search for sites providing information on summer internships for SEM students. Assist in the development of MS PowerPoint presentations. Provides support for the community outreach efforts to Empowerment Zones and Enterprise Communities. Develops database of materials suitable for 3-9 level students for use in Career Awareness Programs. Assists with identifying support resources and opportunities for cohorts of the Reentry Outreach Program. Telephone survey of advocates for persons in reentry programs to build a database of services.

7.30.2 Clerical Support

The Contractor shall provide general clerical support within the External Programs Directorate. The following tasks shall be included:

- In the area of clerical word processing services, the Contractor shall compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- In the area of computer application services, the Contractor shall prepare spreadsheets, tables, charts and graphs and establish databases. The Contractor shall organize data in the database in order to facilitate preparation of reports and analyses. In addition, the Contractor shall extract data from Glenn's mainframe database system.
- In the area of clerical office organization services, the Contractor shall answer telephones, return telephone calls, direct inquiries, and take and distribute messages. The Contractor shall send, receive and distribute facsimiles. The Contractor shall schedule rooms and people for meetings and conferences and attend meetings as required. The Contractor shall perform visitor control, security and clearance functions. The Contractor shall screen and distribute mail. The Contractor shall compile data packages. The Contractor shall copy, distribute and file material as requested.
- In the area of record keeping services, the Contractor shall prepare and track travel and purchase requests and vouchers. The Contractor shall maintain records, including LOTS, TADS, and APRS. The Contractor shall establish and update electronic calendars. The Contractor shall prepare and track work orders. The Contractor shall order and maintain stock and/or supplies.

7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support

7.31.1 General Clerical

The Contractor shall perform the following tasks in support of the Small Business Innovative Research (SBIR) program:

- Compose non-technical transmittal letters, faxes, agendas, memoranda, notification of meetings, monthly Small Business Innovative Research (SBIR) reports, and coordinating efforts with commercialization (success stories).
- Clerical duties associated with the coordination and management of the SBIR program, beginning with the generation of SBIR subtopics and ending with the closeouts of contracts under the SBIR program
- Coordinate and assist in the preparation and distribution of the Center's annual Research and Technology (R&T) Report.
- Assist the STTR project manager and serve as contact person for the STTR program
- Assist with the Glenn technical points of contact
- Assist with the generation and transmittal of commercial success stories to NASA Headquarters.
- Maintain database and hardcopy files of contractor success stories and Phase III commercialization contracts.

7.31.2 Administrative

The Contractor shall provide clerical and administrative support to the SBIR/STTR programs to include the following tasks:

- Maintain Headquarters compatible database for SBIR proposals, including evaluation scores, ranking, awards, etc.
- Create and maintain database of all Glenn subtopics
- Assist in submitting financial reports and preparing presentation materials
- Maintain electronic database and hard copy files of each proposal's success story and Phase III commercialization
- Require soliciting data from Technical Manager for each SBIR and each SBIR company
- Serve as focal point for all electronic submissions of data through the WWW and other means for SBIR/STTR.

7.32 0160/Office of the Inspector General (COMPLETE)

The Contractor shall provide administrative and clerical support to the Office of the Inspector General. Tasks shall include:

Copy support

7.33 7740/Structural Analysis Branch (COMPLETE)**7.34 7010/Business Systems Office****7.34.1 General Clerical Support**

The contractor shall provide general clerical support to the division secretary and staff. Support shall include word processing, computer applications, office organization and record keeping. Services may be structured to satisfy one time or ongoing organizational requirements. Support shall include:

- Answer telephones, return telephone calls, direct inquiries, take and distribute messages. Send, receive and distribute facsimiles. Schedule rooms and people for meetings and conferences both on site and off site and attend meetings as required. Record and distribute meeting minutes as requested. Distribute mail.
- Schedule meeting rooms. Send and track action items for the office. Compose integrated responses to action items as required. Anticipate and prepare materials needed for the office. Compose and type letters, correspondence, documents, reports, vugraphs, minutes, agendas and meeting notices.
- Prepare special or one time reports, summaries or replies to inquiries seeking relevant information from a variety of sources.
- Develop and produce professional electronic presentations using power point or equivalent software.
- Utilizing the Center's electronic forms, prepare and maintain required paperwork for office operations. Establish and maintain division working files.
- Order supplies and materials for the division. Monitor key division printers and coordinate maintenance of such. Ensure key printers have adequate supplies and are routinely serviced.

(End of Task 7.0)

(End of Statement of Work)